

## CANCELLATIONS, RE-SCHEDULES and REFUNDS

### Summary:

Length of time until class	Action requested	Fees
15 days or more	Reschedule	\$25
15 days or more	Cancel	\$50
14 days or less	Reschedule	\$50
14 days or less	Cancel	No refund of registration fee

### More than 2 weeks (15 days or more) in advance of the class:

- A **WRITTEN** cancellation notice must be received at least 15 days before the class date. Email [maxishare@chw.org](mailto:maxishare@chw.org) for a written cancellation. No phone cancellations will be accepted.
- A \$25 service fee is charged for rescheduling requests made more than 2 weeks in advance of the class. **The reschedule fee must be paid before you are transferred to a different class.**
- A \$50 service fee will be deducted from eligible refunds with cancellation notice more than 2 weeks in advance of the class.

### Within 2 weeks (14 days or less) of the class:

- A \$50 service fee is charged for rescheduling requests when made within 2 weeks of the class date. **The reschedule fee must be paid before you are transferred to a different class.**
- **No refunds** are issued for cancellations within 2 weeks of a class.
- No refunds are issued for Day of Class cancellations or late arrivals.
- No refunds are issued for individuals who fail to complete the pre-work requirements and are unable to proceed with the instructor-led class.

## PRE-WORK REQUIREMENTS

### Pre-work is required for this class.

- The online course must be completed and certificate returned at least one week prior to class.
- If you do not complete the pre-work by this deadline, you will not be able to come to class. You may:
  - Reschedule to another class (note rescheduling fees per above).
  - Cancel your registration (note cancellation fees per above).